



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

February 24, 2014

Date Complaint Received:	2/6/14
Complaint Received By:	M. Noddings
Provider Name and Location:	Heather Neighbors (11365) 1626 Ave. I Council Bluffs, IA 51501

Complaint: Provider is charging CCA payments for one child even though child is not present and then not charging parent for co-payment on the other child. Provider is not requesting physicals and immunizations from parents. Provider does not have vet records for all animals in the home.

Rule Basis: Fraud of CCA payments, 110.5(8)d, e, g

Findings: DHS compliance visited the home on 2/21/14. The provider reported the child in question attends her daycare in the mornings and she only charges CCA when the child is there which is most days. The child comes at 7:00 AM and leaves by 8:00 AM for school. Provider denied charging CCA for child not in care and then not charging the mother for co-pay.

The provider did not have full children's files and they were not in a filing system that compliance or anyone could find information required by Iowa Law. The provider did not have physicals for 6 out of 7 children in care, that child needed an updated physical and did not have 4 of the 7 children's immunization records. The provider did not have physical for one dog.

On 2/24/14, DHS compliance was notified the provider has a bird. The provider does not have a vet record for this animal.

A compliance check was last completed on 7/31/2013 and provider was non-compliant with children's files. Provider returned form certifying she had come into full compliance on August 30, 2013, however provider has many of the same children as when check was completed and she did not have physicals or immunizations for the children as well as other required information on the children. Provider reported her copier broke and she was only recently able to make copies. DHS compliance can assume provider has not been in compliance since check in July 2014.

Resolution: DHS compliance made another referral to CCRR to request assistance so that provider can come into full compliance. Provider will ensure children's files are complete by March 21, 2014. Provider will also contact CCRR to request assistance. DHS compliance will

complete unannounced checks at least 2 times in the next 30 days to verify child in question is in care in the mornings and to check children's files for physicals and immunizations and other required information. If provider is not caring for child in question at times reported, a referral to CCA Fraud unit will be made. If provider cannot come into compliance in the next 30 days then DHS may initiate revocation of registration is appropriate due to continued non-compliance.

If you have any questions regarding this matter feel free to contact me at (712) 328 - 5713 or email address mnoddin@dhs.state.ia.us.

Sincerely,

Michelle L. Noddings
Social Worker